

ADMINISTRATION

SECTION	SUBJECT
1	ORGANIZATION OF THE TRICARE MANAGEMENT ACTIVITY (TMA)
2	CONTRACT ADMINISTRATION AND INSTRUCTIONS TO CONTRACTORS
	1.0. General
	2.0. Operations Manual And The Automated Data Processing And Reporting Manual
	3.0. Policy Manual
	4.0. Letters
	5.0. Implementation Of Instructions
	6.0. Communications With TMA
3	TRICARE PROCESSING STANDARDS
	1.0. General
	2.0. Timeliness And Quality Standards Of Performance
	3.0. Fiscal Controls
	4.0. Management
	5.0. Beneficiary And Provider Services
	6.0. Appeals
	7.0. Grievances
	8.0. Authorization Requests
	9.0. Potential Duplicate Claim Resolution
4	MANAGEMENT
	1.0. General
	2.0. System Additions Or Enhancements
	3.0. Management Controls
	4.0. Quality Control
	5.0. Staff Training Program
	6.0. Internal Audits And Management Control Programs
5	COMPLIANCE WITH FEDERAL STATUTES
	1.0. General
	2.0. Freedom Of Information Act
	3.0. The Alcohol, Drug Abuse And Mental Health Administration Reorganization Act, (ADAMHA)
	4.0. Privacy Act
	5.0. Title VI Of The Civil Rights Act Of 1964
	6.0. Section 504 Of The Rehabilitation Act Of 1973
6	LEGAL MATTERS
	1.0. Litigation
	2.0. Subpoenas
	3.0. Assignments Of Providers' Rights To Payment
	4.0. Bankruptcy

SECTION SUBJECT

7 FISCAL CONTROLS AND PAYMENT MECHANISM

8 TRANSITIONS

- 1.0. General
- 2.0. Start-Up Requirements
- 3.0. Claims Processing System And Operations
- 4.0. Phase-Out
- 5.0. Benchmark Testing

ADDENDUM A - FIGURES

- Figure 1-A-1 - Record Of Freedom Of Information (FOI) Processing Cost, DD Form 2086
- Figure 1-A-2 - Form To Be Used By Contractor To Obtain Information
- Figure 1-A-3 - Authorization To Disclose Information